The Services Market and the User Revolution

Maison des Centraliens, Paris
Jeudi 6 mai 1993

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The Services Market and the User Revolution

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Agenda

- IT Industry Revolution
- The New Software and Service Vendors
- Service Opportunities for Technology Change

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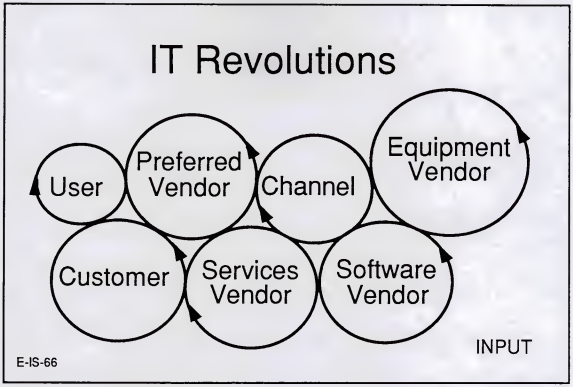

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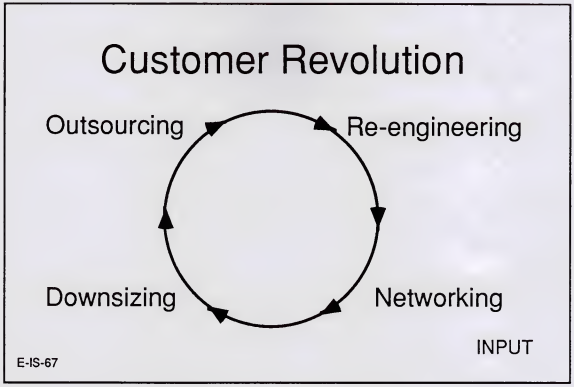

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Customer Needs

- Results
- Solutions and tools
- Vendor responsibility
- Global and local support
- Business knowledge
- Simpler decisions

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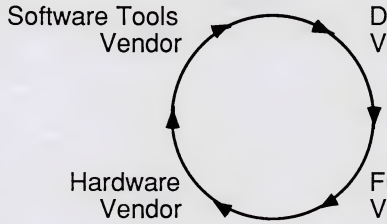
Preferred Vendors



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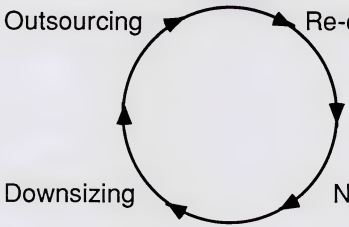
Vendor Revolution



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Vendor Needs

- Face the customer
- Deliver business benefits
- Easier to buy and use
- Deliver services value
- Win market share
- Profit

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Vendor Roles

- Operations
- Solutions
- Packaging
- Technology

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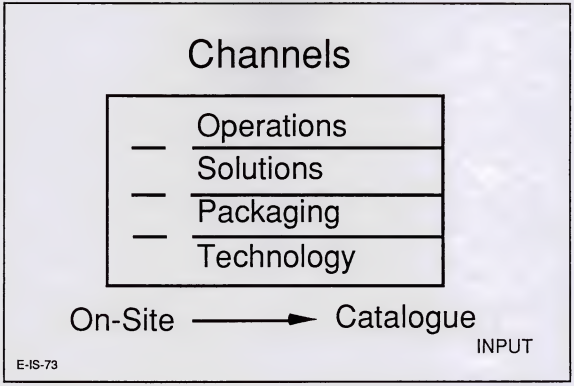

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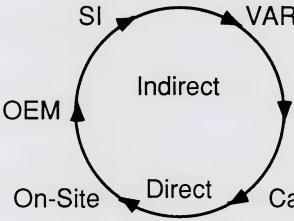
Channel Revolution



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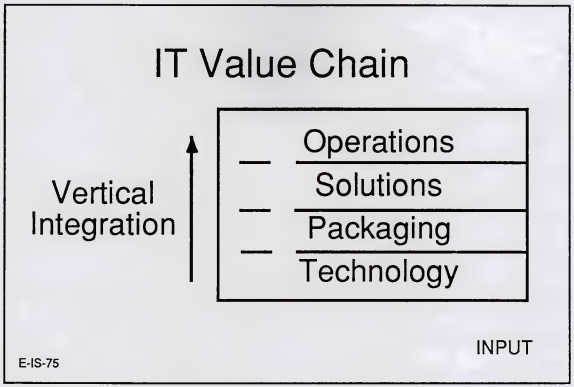

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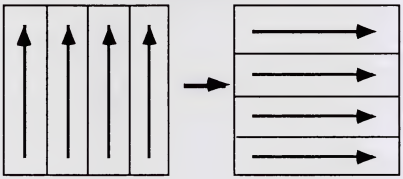
Industry Restructuring



Integrated

Partners

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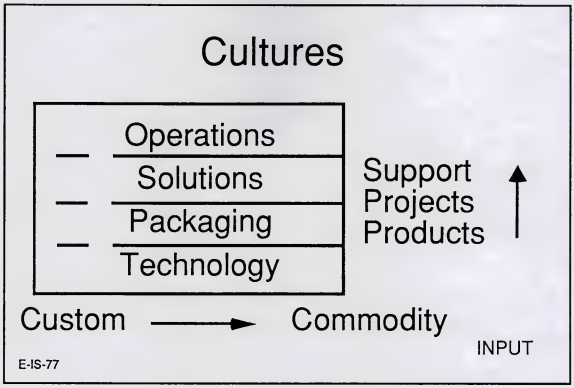

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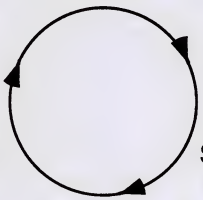
Integrated Services Co-working



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Metamorphosis of the Equipment Vendors

The Challenge from New Services Competitors

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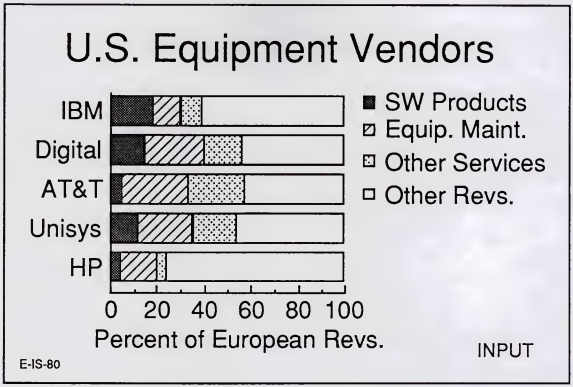

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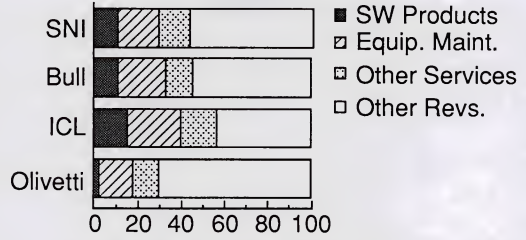
European Equipment Vendors



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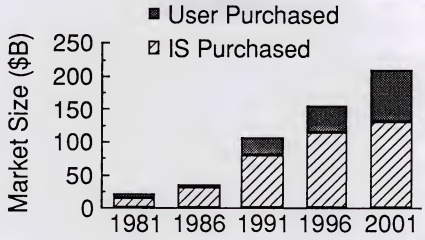
End-User Purchasing Trend



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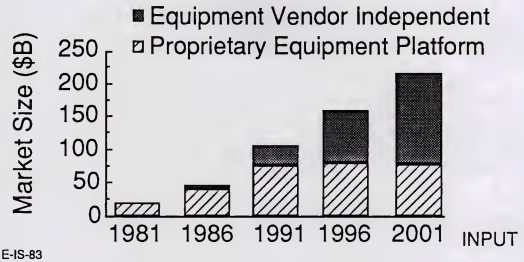
Open Software and Service Trends



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Migrating to Standards

Skills Shortages Create Service Opportunities

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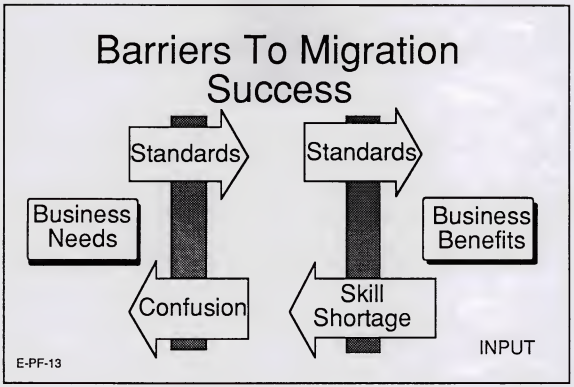

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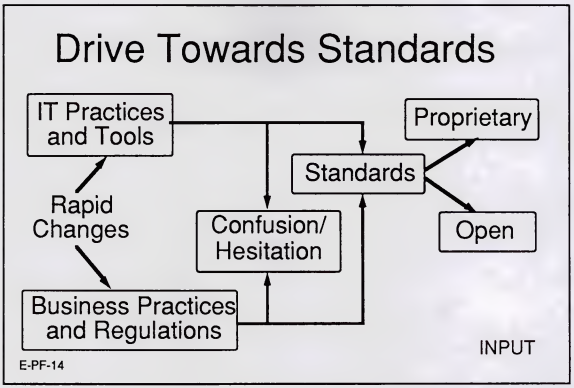

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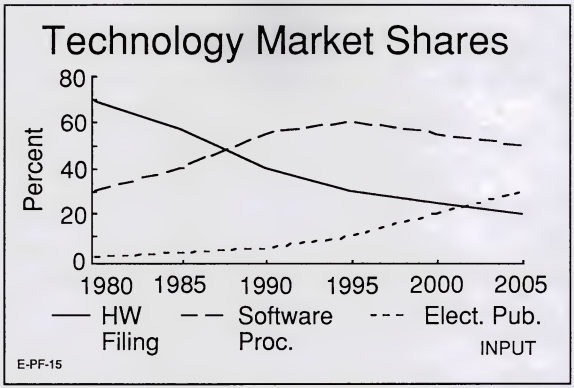

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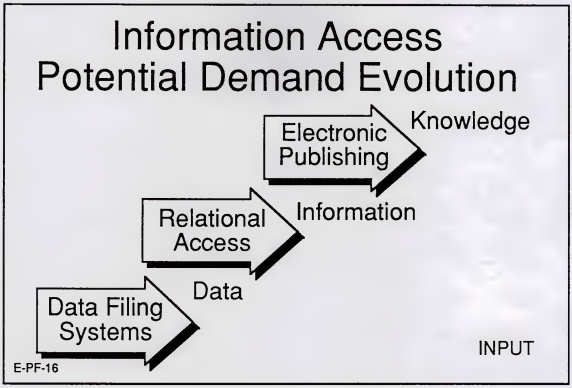

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Distributed Data Types

Records	Accounting	**Graphics**	Charts
	Inventory		Maps
	Sales		Drawings
Text	Notes	**Images**	Facsimile
	Letters		Video
	Documents		Pictures

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Distributed Data Types

Voice	Messages	**Other**	Programs
	Annotations		Knowledge Rules
	Response		Metadata

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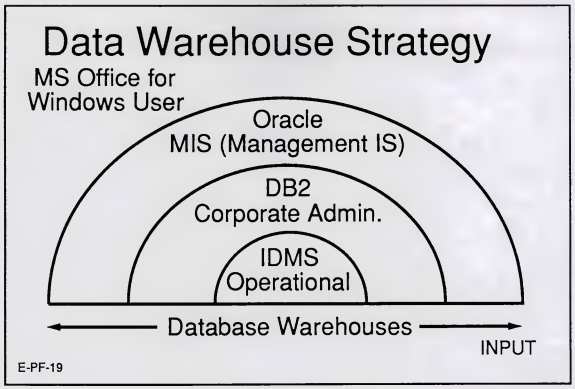

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Software Standards A Benefits Case Study

- Scalable duplicate applications
- Data centre consolidation
- Improved customer information
- Efficient in-house development
- Minimised duplicate efforts
- Real time executive information

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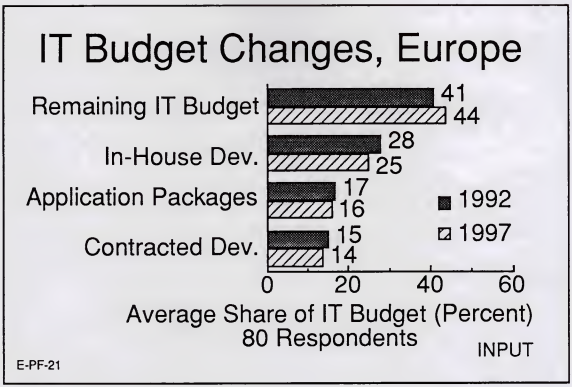

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Recommended Migration Services

- Staff training
- Specialist consultancy
- Development projects
- Migration support
- Integration projects
- Software maintenance
- Systems operations

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The Key Industry Trends

- Revolution
- Metamorphosis
- Migration

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